

# SAPESCO

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## **SECTION 5 : MANAGEMENT RESPONSIBILITY**

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## 5.1 MANAGEMENT COMMITMENT

SAPESCO's top management demonstrates its commitment to the development and implementation of the quality management system and continually improving its effectiveness by:

- a) Communicating the importance of meeting customer requirements as well as statutory and regulatory requirements.
- b) Establishing the quality policy.
- c) Review and approve quality objectives.
- d) Conducting management reviews.
- e) Ensuring the availability of resources required to carry out SAPESCO's services according to customer requirements..

## 5.2 CUSTOMER FOCUS

SAPESCO's top management, through its internal systems, ensures that customer requirements and needs are determined and are met with the aim of enhancing customer satisfaction.

**Customers of the company includes:-**

1. Clients
2. Employees of the company.
3. Share holders
4. Society in terms of the community and the public affected by the organization or its service.

## 5.3 QUALITY POLICY

SAPESCO's top management has established a quality policy and ensures that it:

- a) Is appropriate to the purpose and scope of the company.
- b) Includes a commitment to comply with requirement and continually improvement the effectiveness of the quality management system.

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- c) Provides a framework for establishing and reviewing quality objectives.
- d) Is communicated and understood within SAPESCO.
- e) Is reviewed for continuing suitability.

\*\* Copy of Quality Policy is attached in Section #9 .

## 5.4 PLANNING

### 5.4.1 Quality Objectives

SAPESCO top management establishes quality objectives at each relevant function and level, including those needed to meet service requirements. The quality objectives are measurable and consistent with the quality policy and annually reviewed by top management through the Management Review Meeting. Top Management ensured that quality objectives are specific, measurable, realistic and measured with time.

### 5.4.2 Quality Management System Planning

SAPESCO top management has identified and defined activities and resources needed to achieve quality objectives and meet customer requirements. Planning is consistent with other requirements of the quality system, and it is carried out in order to meet the quality objectives, the results are documented. . The integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

## 5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

### 5.5.1 Responsibility and Authority

Responsibilities and authorities are defined within the organization charts and job descriptions. The Administration Director is

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responsible for preparing the organization chart which revised and approved by SAPESCO's President before communicated through the company.

- ◆ Job description cards of directors / managers are prepared by directors and managers and approved by president.
- ◆ Job description cards of other employees are prepared and approved by Division Director or Manager.

## **\*\*Key POSITIONS RESPONSIBILITIES**

### **1. President:**

- Implementing the Shareholders and the Chairman business strategy and objectives.
- Assuring the financial growth of the company.
- Supporting Sapesco divisions to ensure quality of company services.

### **2- Services Divisions Directors:**

- Division directors or their representatives are responsible for effective implementation of Q.S. in their division .
- Implementing and following all operational aspects with the support of upper management and the management representative to ensure quality of company services.
- Ensuring the commercial, technical and quality objectives of the business are being met by fully utilizing company resources.
- Identifying purchasing requirements and organize purchasing with material division to ensure all purchases are done by qualified vendors where qualified supplies or services are required.

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- Receiving of customer orders and performing the contract review.
- Organizing and assisting the issue and control of company documents in SAPESCO field locations.
- Organizing and processing regular inventory duties regarding all equipment, spare parts, materials, ... etc.
- Maintained all safety health and environmental regulations.

### **3- Syria District Manager:**

Beside his responsibility of Sapesco drilling services director. He is responsible of all Sapesco activities in Syria.

### **4- Financial Division Director:**

- Achieving balance between income and expenses.
- Following up and evaluation of achieving economic objectives.

### **5- Quality Assurance Manager:**

- Establishing a quality management system according to ISO 9001 standard.
- Follow up implementation of Q.M.S to ensure all requirements of ISO 9001 standard are implemented effectively.
- Monitoring documents control, internal quality audits plan.
- Improve and develop Q.M.S continuously.
- Continuous awareness for all employees for ISO 9001 standard and its new versions.
- Handling and resolving customer complaints in co-operation with related divisions.
- Follow up P/CAR issued for any non-conformity.
- Upgrading the Internal Q.S Auditors level.
- Reporting to M.R. the result of internal quality audit before the Management Review Meeting.

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- Preparation and follow up the result of the Management Review Meeting with M.R.

## **6- Safety Manager:**

- Maintaining all safety, health and environmental regulations.
- Issuing and updating safety manuals.

## **7- Administration Director:**

- Assisting divisions to carry out company duties by providing all administrative facilities
- Optimal recruiting of manpower.
- Integrated care of employees.
- Maintenance of company facilities.
- Planning and following-up training activities.

## **8- Material Division Director:**

- Executing purchasing activities from local and foreign markets to meet divisions requirements.
- Affording proper storing conditions in the main warehouse.
- Controlling receiving and dispatching of materials.
- Executing custom clearance procedures in airports or sea ports according to governmental regulations.
- Maintaining inventory in SAPESCO warehouses.
- Transporting of products to field locations.

### **5.5.2 Management Representative**

SAPESCO's President has appointed the Management Representative who has the responsibility and authority that includes:

- a) Ensuring that processes needed for the quality management system are established, implemented and maintained.

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- b) Reporting to SAPESCO's top management on the performance of the quality management system and any need for improvement.
- c) Ensuring the promotion of awareness of customer requirements throughout SAPESCO.
- d) Liaison with external parties such as certification bodies or consultants on matters related to quality management system.

### **5.5.3 Internal Communication**

SAPESCO top management has established a system to ensure that communication processes are established within the company and that communication takes place regarding the effectiveness of the quality management system through weekly and monthly regular meetings. Top management adopted three types of internal communication to ensure effectiveness of Quality Management System . they are:-

1. Meetings.
2. Bulletins.
3. Computer network (server).

### **5.6 MANAGEMENT REVIEW**

SAPESCO's top management reviews the quality management system at least once every 6 months to ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.

### **5.7 REFERENCES:-**

- ◆ TP-01 Management Review
- ◆ TP-02 Quality Policy
  - ◆ TW -02-01 Quality Objectives
- ◆ TP-03 Customer Focus
- ◆ TP-04 Responsibilities And Authorities
  - ◆ TW-04-01 Management Responsibilities

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◆ TW-04-02 Internal Communication